

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: Verizon Business

Vendor website: http://www.verizonbusiness.com/solutions/government/state_local/contracts/texasdir/

Service Area: Data

Category: SoHo

Internet Cable

Internet Cable services utilize circuits installed by internet cable providers and enable rich, multi-media communication including voice, video, and high speed access to information and corporate LAN resources.

* This is a Verizon Billed Service

SERVICE DELIVERY SLA

Quote Request

5 Business Days

Installation Interval

30 Business Days

Disconnect

15 Business Days

Service Term

12 Months

PERFORMANCE SLA

Availability

.99% monthly

Mean Time to Repair (MTTR)

24 hours (excludes nights/weekends)

Jitter

Less than 4 millisecond per instance

Latency

Less than 75 milliseconds per instance

NOTE: MTTR does not include time to update status between DIR and Vendor.

CUSTOMER RESPONSIBILITY

There are no additional requirements to obtain this service.

PRICING WITH DIR COST RECOVERY FEE (CRF) (CUSTOMER PAYS THIS AMOUNT)

Cost Recovery Fee = 4%

SOHO Services		
SOHO Services. In lieu of all other rates, discounts and promotions, Customer will pay the following MRCs and NRCs for SOHO services and related optional features/services, which are fixed for the Term, based upon the service type.		
Broadband Service Elements		
<i>Transport Components</i>		
	Internet Cable	
	Internet DSL	
	Internet Satellite	
Transport Components		
Service Type	End User Pricing	
	MRC	NRC
Internet Cable		
Business Class Service	\$206.96	\$252.72
Other Charges		
Additional IP Addresses – Block of 5 Additional	\$46.80	N/A
Additional IP Addresses – Block of 10 Additional	\$93.60	N/A
Missed Appointment Fee	N/A	\$102.96
Extended Installation Option, (Per hour) – For installation requiring more than two hours of technician time (includes necessary cable wiring)	N/A	\$83.20
Internet DSL - Office		
DSL - Office 128 Kbps	\$124.80	\$332.80
DSL Office 192 Kbps	\$145.60	\$332.80

DSL - Office 384 Kbps	\$166.40	\$332.80
DSL - Office 768 Kbps	\$208.00	\$332.80
DSL - Office 1 Mbps	\$249.60	\$332.80
DSL - Office 1.5 Mbps	\$332.80	\$332.80
Internet DSL - Office Enhanced		
DSL - Office Enhanced 384 Kbps	\$362.96	\$676.00
DSL - Office Enhanced 768 Kbps	\$414.96	\$676.00
Internet DSL - Solo		
Internet DSL - Solo 384 Kbps	\$52.00	\$104.00
Internet DSL - Solo 768 Kbps	\$82.16	\$208.00
Internet DSL - Solo 1.5 Mbps	\$92.56	\$208.00
Internet DSL - Solo 3 Mbps	\$113.36	\$208.00
Internet DSL - Solo 6 Mbps	\$165.36	\$208.00
Internet DSL - Solo Resale 1.5 Mbps	\$102.96	\$208.00
Internet DSL - Solo Resale 3 Mbps	\$144.56	\$208.00
Additional IP Addresses for DSL - Solo 768K - 1.5M/3M/6M/Resale		
<i>Number of Static IP Addresses</i>		
1	N/A	
5	N/A	
13	\$15.60	N/A
29	\$20.80	N/A
Appointment, Installation, and Dispatch Fees		
Missed Appointment Fee	N/A	\$102.96

Professional Installation Option (DSL - Solo 768K - 6M and Resale only): Standard Hours	N/A	\$416.00
Installation: Customer-Initiated Trouble Ticket Dispatch (DSL - Solo 384K only)	N/A	\$206.96
Internet Satellite		
Internet Satellite - Enterprise w/1.2m Antenna (No De-Ice)		
Primary 128 x 128 Kbps	\$442.00	\$3,807.44
Primary 256 x 128 Kbps	\$473.20	\$3,807.44
Primary 384 x 128 Kbps	\$618.80	\$3,807.44
Primary 512 x 128 Kbps	\$1,138.80	\$3,807.44
Primary 1024 x 128 Kbps	\$1,554.80	\$3,807.44
Primary 1544 x 256 Kbps	\$2,074.80	\$3,807.44
Primary 1544 x 512 Kbps	\$3,114.80	\$3,807.44
Primary 2048 x 256 Kbps	\$2,386.80	\$3,807.44
Primary 2048 x 512 Kbps	\$3,322.80	\$3,807.44
Back-Up 1544 x 256 Kbps	\$358.80	\$3,807.44
Back-Up 1544 x 512 Kbps	\$462.80	\$3,807.44
Back-Up 2048 x 256 Kbps	\$390.00	\$3,807.44
Back-Up 2048 x 512 Kbps	\$494.00	\$3,807.44

Back-up Usage (Per additional MB or fraction thereof greater than 100 MB/Month)	\$1.77	N/A
Internet Satellite - Office w/1.2m Antenna (No De-Ice)		
Primary 384 x 128 Kbps	\$338.00	\$2,600.00
Primary 768 x 256 Kbps	\$546.00	\$2,600.00
Primary 1.544 x 256 Kbps	\$754.00	\$2,600.00
Additional CPE Options for Internet Satellite Enterprise or Office		
STAR - Secure Traffic Accelerator, Remote	N/A	\$2,311.92
STAC - Secure Traffic Accelerator, Central	N/A	\$6,799.52
1.2m Antenna with De-Ice Option	N/A	\$4,759.04
Maintenance & Support Services for Internet Satellite Enterprise of Office		
Next Business Day w/Primary or Back-up	N/A	
5 X 8 Same Day Coverage	\$114.40	N/A
7 X 24 Same Day Coverage	\$145.60	N/A
Site Survey	N/A	\$312.00
Service Change	N/A	\$67.60
Site Retermination	N/A	\$1,471.60
Site Deinstallation	N/A	\$468.00
Failed Dispatch	N/A	\$442.00
Non-Standard Satellite Charges		
Full Site Survey	N/A	\$364.00
Abort Charge	N/A	\$312.00

Installation of EMT Conduit (\$/foot)	N/A	\$2.60
Installation of PVC Conduit (\$/foot)	N/A	\$4.42
Installation of Wire Mold (\$/foot)	N/A	\$5.20
Ground Wire > 35ft (\$/foot)	N/A	\$1.82
T&M Labor (Per hour)	N/A	\$104.00
Expedite Fee - Installation	N/A	\$130.00

Verizon Internet Cable Service

Internet Cable Service is available throughout the United States.